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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Investigator: Guadalupe OrtizPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five Days

Arizona Corporation Commission

Opinion No. 2007 62667Date: 8/20/2007

DOCKETED

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

AUG 22 2007

First:Last:

DOCKETED BY

Complaint By: Alice

Lanigan

Account Name: Alice LaniganHome: [REDACTED]Street: [REDACTED]Work: [REDACTED]City: [REDACTED]CBR: [REDACTED]State:

AZ

Zip: [REDACTED]is: [REDACTED]Utility Company: Arizona - American Sewer CompanyDivision: sewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:8/20/2007 - \*\*\*\*\*REFERRED THRU CHAIRMAN GLEASON'S OFFICE - CC'd to ALL COMMISSIONERS\*\*\*\*  
\*\*\*\*\*ALSO REFER TO ACC COMPLAINT NO. 61513\*\*\*\*\*

RE: Docket No. WS-01303A-06-0491

From: Adele Middleton [REDACTED]  
Sent: Thursday, August 16, 2007 10:15 AM  
To: Gleason-WebEmail  
Cc: Mayes-WebEmail; Mundell-Web; Hatch-WebEmail; Pierce-Web  
Subject: Exorbitant proposed water rate increases!From: [REDACTED]  
Subject: ARIZONA AMERICAN EXORBITANT RATE INCREASE REQUEST  
Date: August 16, 2007 9:16:37 AM MST  
To: [REDACTED]

Dear Mr. Gleason:

I'm writing to you to let you know of my dismay at the rate increase request of Arizona American Water Company which will be considered on August 23rd by the Corporation Commission and of the unfairness in that Sun City West will receive the highest rate increase of all the surrounding cities.

Perhaps the Corporation Commission is unaware that Sun City West is a population of approximately over 30,000 people, a great many of us whom exist on fixed incomes. Just going to the grocery store in the past month I have seen a gallon of milk increase from \$2.50 to \$4.00. Multiply that by so many items that are increasing daily and I'm sure you will understand that a 40% increase in our water bills will be a hardship for many of us and difficult for us to absorb in our budgets.

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# ARIZONA CORPORATION COMMISSION

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I hope you will seriously consider the impact that this increase of 40% would have on those of us in Sun City West and request that your vote will be one that will be fair and just to all of us.

I was also surprised to read in the newspaper that Arizona American Water Company is owned by a German Company. Are we now outsourcing our utilities with little regard for our citizens?

Yours sincerely,

Alice Lanigan  
[REDACTED]

\*End of Complaint\*

### Utilities' Response:

N/A

\*End of Response\*

### Investigator's Comments and Disposition:

8/20/2007 - Email to Customer:

Dear Ms. Lanigan,

Your email regarding the Arizona - American Water Company ("AAWC") rate case sent to Chairman Gleason, and all Commissioners has been assigned to me for further handling.

A opinion has been filed on your behalf and will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Lastly, your email also made reference to the parent company of AAWC. To clarify AAWC is under the jurisdictional authority of the Arizona Corporation Commission, and therefore required to abide by the Arizona Administrative Code Rules and Regulations as well as the Company's approved tariffs.

I appreciate your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this matter, please call me at [REDACTED]

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

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8/21/2007 - Email from Customer:

August 21st

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Dear Ms Ortiz;

Thank you for your email of August 20th, regarding the exorbitant proposed water rate increase in Sun City West, I do hope this matter wil be seriously considered.

I also wrote to the AZ Corporation Commission on July 4th recounting how my water service had been turned off without my knowledge on one of the hottest days of the year, July 3rd! The American-Arizona Water Company has very sloppy policies.....someone telephoned in my addrss to shut off water service and they did so, and yet to turn it back on after much tinme and difficutly on my part they required:

1. my Social Security Numer
2. My date of birth
3. My address
4. My telephone number.

I sugest that they should require the same information to turn off a clients water service They told me that it was "electronically turned off" and they had no record of who requested it!. My bills are automatically paid through my bank, so that I could not be behind in payments.

Please locate that file that I sent the ACC on July 4th, and add it to the file on the docket that will be considered. I believe their sloppy policies should be part of the consideration in their application for a 40% increase.

I would like an acknowledgment that you have located my letter and file of July 4th, and have placed it in the file docket file for consideration.

Alice Linage

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8/21/2007 @ 8:30am - Received a call from Ms. Lanigan and Ms. Middleton, who are sisters and reside together.

Ms. Lanigan and Ms. Middleton request that a copy of ACC Complaint No. 61513 filed on July 6th, be docketed with the Docket Control Center of the Arizona Corporation Commission for Commission review upon closure.

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8/21/2007 - Per customer request, ACC Complaint No. 61513 filed on 7/6/2007 will be docketed upon closing.

CLOSED

\*End of Comments\*

**Date Completed:** 8/21/2007

**Opinion No.** 2007 - 62667

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